

# ALPS Spas Owner's Manual



Regal



Cordova

**Royal Swimming Pools & Spas**

royalswimmingpools.com  
877-602-7067 / 866-532-8194

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# PLANNING A LOCATION FOR YOUR HOT TUB

*Consider these things when determining a place for your hot tub.*

## **SAFETY FIRST:**

Do not place the hot tub within 10 feet (3m) of overhead power lines. \*Make sure that your hot tub is positioned so access to the equipment compartment and side panels will not be blocked. Be certain your installation will meet all city and local safety codes and requirements.

## **PRIVACY:**

Think of your surroundings during all seasons to determine your best privacy options. Consider the view of your neighbors when you plan the location of your hot tub.

## **VIEWS:**

Think about the direction you will be facing when sitting in the hot tub. Think which seats you will use most often, like the lounge, hot seat, even the bench seat and situate the spa accordingly.

## **KEEP CLEAN:**

Prevent dirt and foliage from being tracked into your hot tub by utilizing concrete for paths and access areas. Check the location of spill paths from gutters, trees, and shrubs.

## **SERVICE ACCESS:**

Many people choose to enclose their hot tubs in decorative structures such as decking, stone or tile. Make sure that you leave access to the spa's panels in case a technician needs to service your spa.

## **FOUNDATION:**

Make sure any foundation you choose to put your spa on is level. If the foundation is out of level you may jeopardize the structural integrity of the shell and/or the intervals of the hot tub. This will VOID your warranty. If you choose to set your spa on a deck suspended in the air, be sure you have plenty of support under the structure.

## **WIRING APPLICATIONS:**

All spa panels are removable. You may choose to run power into any side panel of the spa.



### **WARNING!**

Be sure the drilling area is clean of all piping and equipment. If you choose to run the wire through the bottom of the hot tub, please refer to page 12.



## SAFETY PRECAUTIONS



**DANGER!**  
Risk of Injury  
Read and Follow all  
Instructions

1. Read, keep, and make these instructions available!
2. Children should be *CLOSELY* supervised at all times.
3. **RISK OF CHILD DROWNING!** *Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use hot tub unless they are supervised at all times.*
4. Exercise caution when entering and exiting the hot tub. Surfaces may become slippery when wet.
5. Do not stay in the water for extended periods of time. Set reasonable time limits. Leave the hot tub, cool down, take a shower, relax, and then return for another therapeutic session.
6. The water in the spa should never exceed 104 degrees F (40 C ). Water temperatures between 100 F (37 C) and 104 F (40 C) are considered safe for a healthy adult. Lower temperatures are recommended for extended use and young children.
7. Pregnant women are recommended not to exceed 100 F (37 C) due to excessive water temperatures potentially causing fetal damage.
8. Persons suffering from obesity or with a medical history of heart disease, low or high blood pressure, circulatory system problems or diabetes should consult a pHysician before using a spa or hot tub.
9. Never use hot tub alone



### EXTREME CAUTION



**Hyperthermia:** Occurs when the internal temperature of the body reaches a level of several degrees above the normal body temperature of 98.6 F (37 C). The symptoms of hyperthermia include dizziness, fainting, drowsiness or lethargy.

The effects of Hyperthermia include:

- Unawareness of impending hazard
- Failure to perceive heat
- Failure to recognize the need to exit the spa
- PHysical inability to exit spa
- Fetal damage in pregnant women
- Unconsciousness resulting in a danger of drowning

# FILL UP AND START INSTRUCTIONS

*The following procedures should be followed on initial startup and whenever the hot tub is drained for routine maintenance.*

## FILLING THE HOT TUB WITH WATER

1. Clear all the debris from your hot tub.
2. Use a garden hose to fill your hot tub with water.
3. Fill just underneath the highest pillow or to the mark on the filter faceplate.

## APPLYING POWER

Note: All power connections must be installed by a licensed electrician. Please follow the electrical diagram located in the owner's package.

1. Once power is connected turn breaker on.
2. Refer to page 8 Controls.
2. Make sure all pumps are free of air locks.
3. You may experience a pump air lock. This is uncommon, but if you have a pump running but see no water action you may have to loosen the nut on the pump inside the cabinet. Turn the pump off, loosen the nut until you see water drip, and turn the pump back on high. Once you have flow, tighten the nut.



## CHEMICALS

*Once all pumps are primed and all operations are working properly it is time to add chemicals:*

You should have an adequate supply of chemicals on hand for your hot tub. Your dealer should provide or assist you in obtaining the proper chemicals. Below are recommended chemicals for proper water treatment.

One bottle of pH Balance- This will keep your pH levels accurate for 3-5 months.

One Frog- this is a mineral dispenser (one provided with your hot tub) which is good for 3-5 months.

Chlorinated Shock: 2-3 cap fulls per week (depending on usage).

Bromine Tables: 2-3 tablets every few weeks or until dissolved.

Defoamer: Use as needed (eliminates suds in the water).

## pH BALANCE

pH is a measure of water acidity. On a scale of 0 to 14, 7.6 is the ideal point of balance. A measurement below 7.2 indicates that your water is more acidic. This water condition results in corrosion of the equipment metal components. A measurement above 7.8 indicates that water is more alkaline. This water condition causes calcium deposits and scaling in the equipment and hot tub. Both conditions are detrimental and cause damage.



**CAUTION**  
Never store spa chemicals inside the spa's equipment bay!



**NOTE:** Calcium deposits can also cause a restriction of air through your jets. Using a stain and scale remover regularly will greatly reduce the chance of this occurring.

**CHLORINE:**

Granulated chlorine must be used to remove bacteria and other organic matter from the water. Little or no chlorine causes the water to turn green and become unhealthy. Too much chlorine causes water to smell pungent, irritates the eyes and skin, and can cause damage to the heater tube on the power pack.

**NOTE:** Improper pH will destroy the pump seals and heater elements. Damage to components caused by improper pH balance or other improper chemistry will not be covered under warranty.

## Storage Steps



*Step with Planters*



*Custom colors add beauty to your spa while making access easy and providing storage for spa chemicals.*

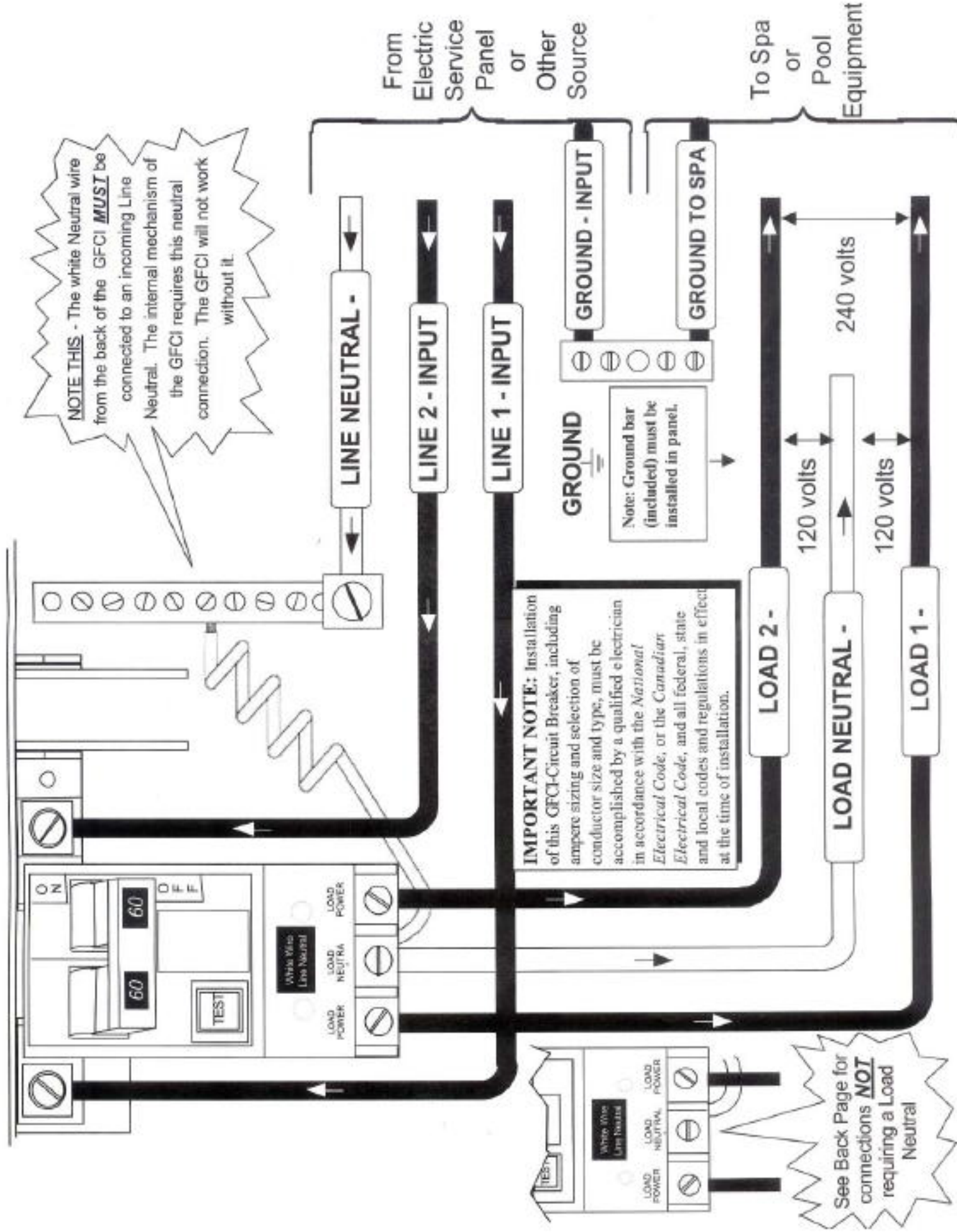
*Measures:*

*54"x24"x14" with 11" planters*

*137cm x 61cm x 35 1/2*

*with 28 cm planters*

*Available in:  
Coastal Grey and Sequoia Red*



From Electric Service Panel or Other Source

To Spa or Pool Equipment

**NOTE THIS -** The white Neutral wire from the back of the GFCI **MUST** be connected to an incoming Line Neutral. The internal mechanism of the GFCI requires this neutral connection. The GFCI will not work without it.

**IMPORTANT NOTE:** Installation of this GFCI-Circuit Breaker, including ampere sizing and selection of conductor size and type, must be accomplished by a qualified electrician in accordance with the *National Electrical Code*, or the *Canadian Electrical Code*, and all federal, state and local codes and regulations in effect at the time of installation.

Note: Ground bar (included) must be installed in panel.

See Back Page for connections **NOT** requiring a Load Neutral

LINE NEUTRAL -

LINE 2 - INPUT

LINE 1 - INPUT

GROUND

GROUND - INPUT

GROUND TO SPA

LOAD 2 -

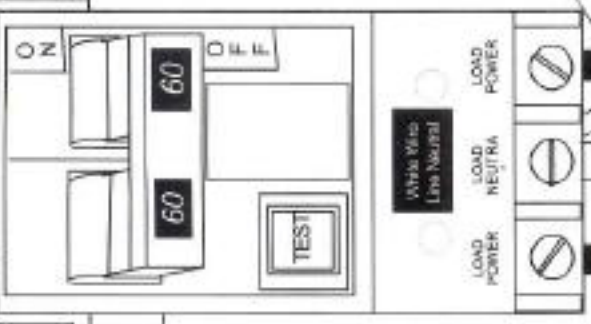
LOAD NEUTRAL -

LOAD 1 -

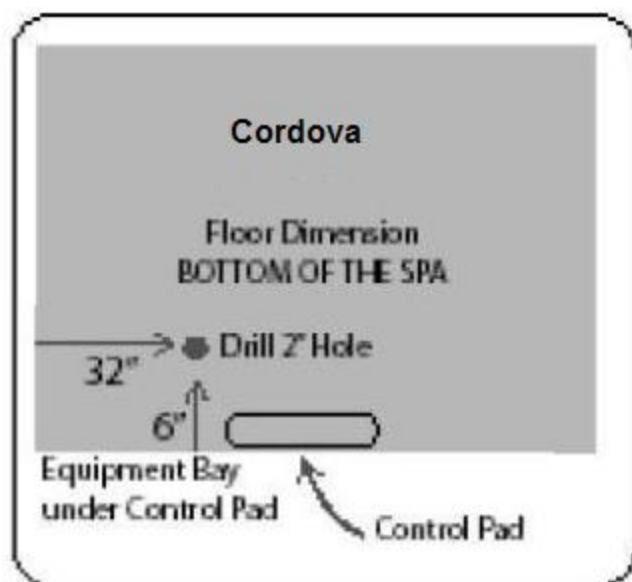
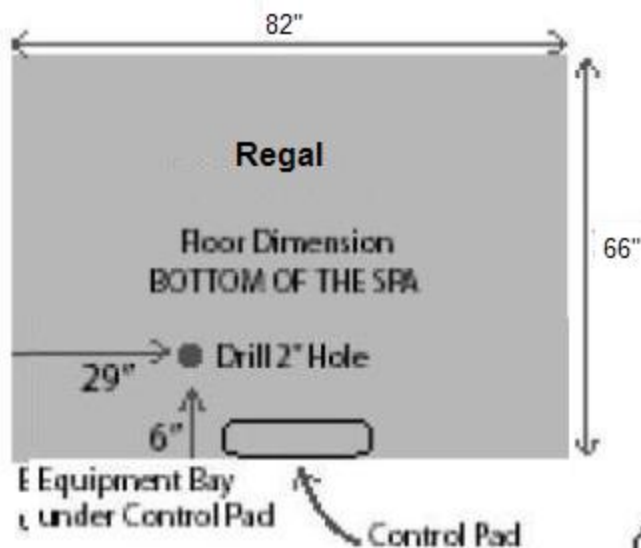
240 volts

120 volts

120 volts



# ELECTRICAL LOCATION IN CONCRETE SLAB



Installing a Spa on a Concrete Slab  
and want to run the electricity  
*where you can't see it?*





## BALBOA CONTROL Quick Reference Card



### Initial Start-up:

When your spa is first activated, it will go into priming mode (PR) (after displaying some configuration numbers). This priming mode will last up to four minutes and then begin to preset filter cycles (--F) for two minutes. Once the diagnostics are complete the control will display the current temperature and begin to heat in the standard mode. The spa will maintain temperature in standard mode.

### Temperature Adjustment: 80 F – 104 F (26 C – 40 C)

Once the spa is activated it will begin to heat to 100 F. To change the temperature, press the warm and cool icons on the control. The control will display the current temperature, to see the set temperature press the warm or cool button, after a few seconds the current temperature will return to the display.

### Jets/Pumps:

The "Jet" icon turns on the pump for spa use. Touch Jet once for low speed, twice for high speed, and a third to turn off. The pump will shut off after 20 minutes.

### Light:

All spas are equipped with LED lighting. The standard lighting system consists of a main light with several different colors. With this system touch the "light" icon once to turn the light on and once to turn off. The colors are random so you may need to turn the light on and off several times to find your desired color. The light will automatically turn off after 4 hours. There are 8 different color settings. Listed below are the different settings:

1. Color-Wheel. This mode transitions the different colors
2. White
3. Aqua (Green and Blue)
4. Purple (Red and Blue)
5. Blue
6. Amber (Red and Blue)
7. Green
8. Red







### **Air Controls:**

The air controls are located around the top of the spa. These controls allow air into the jets. Leave all the air controls open. This will allow for increased flow and pressure from the jets.

### **Hydrotherapy Jets:**

The hydrotherapy jets are recessed and located in the walls of the hot tub. Rotate the jet face counterclockwise to turn the jet on, clockwise to turn off. Turning a jet off or on will increase or decrease the effects of any jets not in the closed

position. **Whirlpool jets are not adjustable (when equipped).**

### **Ozonators:**

The ozone generator engages when the spa is in a filter cycle. Please note that the ozonator and chemicals work together to kill bacteria. An ozonator cannot totally eliminate the need for chlorine or bromine. A tube links the ozone compartment with the ozone jet. During the filter cycle, when the water pump is on low speed, the water movement through the ozone jet draws the ozone out of the compartment, mixes with and purifies the water process.



### **Waterfalls/Water fountains (when equipped):**

If your spa has a handrail waterfall, located at the base of the lounge, you can regulate the flow by turning the valve located above the filter. If your spa is equipped with water fountains you can adjust the flow by turning the top of the fountain counterclockwise to increase the flow or clockwise to decrease the flow. If your fountains become clogged, unscrew the top of the fountain and clean out the debris.

### **Stereo:**

Spas equipped with stereos come with one marine grade head unit, two external marine grade speakers, located in the front of the cabinet, and Z Midrange speakers mounted inside the shell. Stereo models and configurations may change without notice. Please read all stereo instructions (located in owners package) before using.



## ***FILTER CARTRIDGE MAINTENANCE***

Based on your model you may have 1 or 2 filters in your spa. Every few weeks you will want to check the filters and clean them. We recommend Cartridge Filter cleaner from AquaEZ®.

- First turn your spa off at the disconnect breaker.
- Remove the filter cover by pulling it upwards.
- Remove the filter basket by pulling it out.
- Unscrew the filters by turning them counter clockwise.
- Spray the filters with Filter Cleaner.
- Let the cleaner sit for 30 minutes.
- Rinse thoroughly to prohibit suds from getting in your hot tub.
- Screw the filter back in, replace the basket and filter cover.
- Turn the spa back on.

## ***SURFACE CARE***

Do not use solvents or abrasive cleaners to clean the hot tub. Typically, a mild detergent and water will resolve cleaning issues. Do not leave the shell exposed to high temperatures or empty over long periods of time.

## ***COVER CARE***

Please keep your cover free from dirt and debris at all times. To clean the cover you can use soap and water or any type of vinyl cleaner. Do not stand or sit on the cover. Be sure not to puncture the inside or outside of the cover. This will cause the cover to absorb water and become extremely heavy.

## ***CABINET CARE***

Your cabinet is completely synthetic and requires very little maintenance. You can use a plastic cleaner/protector or mild soap as needed.

You may need to renew the water in your tub every 3-5 months, depending upon the water condition.



## Read this before draining your hot tub.

To prevent damage to the hot tub's components, turn off power to the spa at the disconnect before draining the hot tub. Do not turn power back on until your spa has been refilled with water.

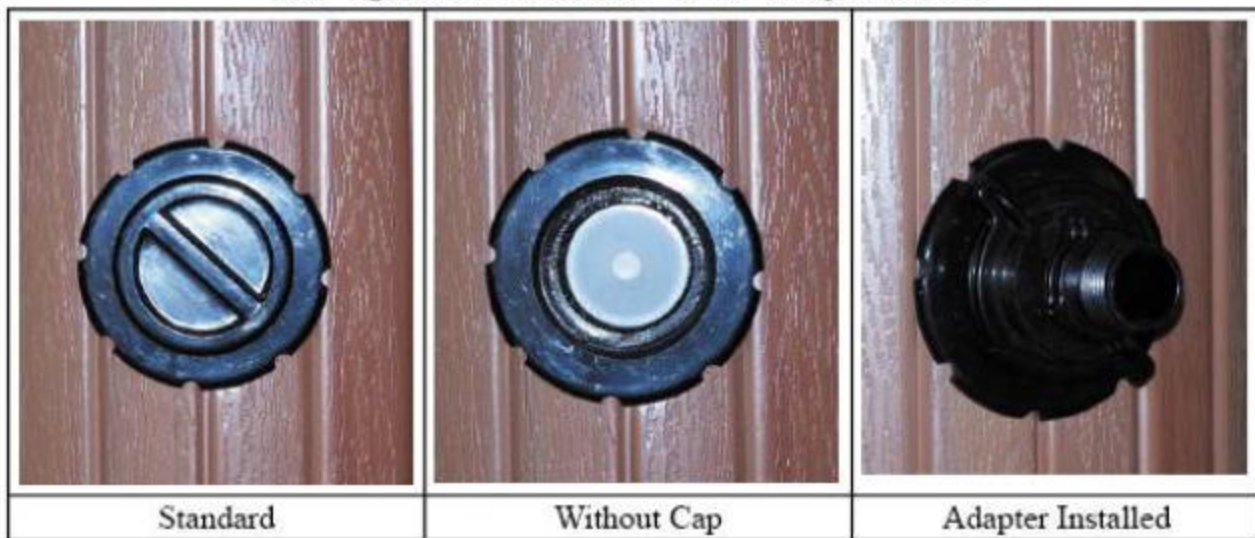
There are certain precautions to keep in mind when draining your hot tub. If it is extremely cold, and the hot tub is outdoors, freezing could occur in the plumbing or the equipment. On the other hand, if it is hot outdoors, do not leave the hot tub's surface exposed to direct sunlight for long periods. Cracking and/or fading may occur.

### DRAINING YOUR SPA

- Turn power off at the breaker
- Your spa is equipped with a 98% main drain. (see image below)
- Remove the safety cap on the main drain (located on the outside of the cabinet in the front right corner)
- Screw in the drain adapter to drain the water
- You may also choose to attach you garden hose to the adapter to run the water into a desired area
- Any water left in the hot tub can be taken out using a wet vac or bucket

After your hot tub is empty, clean the shell and filter cartridge.

See "Spa Maintenance" and "Surface Care"





## TROUBLESHOOTING PROCEDURES

In the event ALPS's hot tub is not working the way it should, please first review all the installation and operating instructions in this manual and check the message on the panel display. If you are still not satisfied it is working properly, please follow the appropriate troubleshooting instructions.

**Problem:**

Motor is running, but no water is coming out of the jets.

**Solution:**

This is a common problem that often occurs when the hot tub has just been filled with water. To solve this issue, take a water hose and spray water into the hole located inside the skimmer. (See Figure T1). This will supply the pumps with water and prime them.

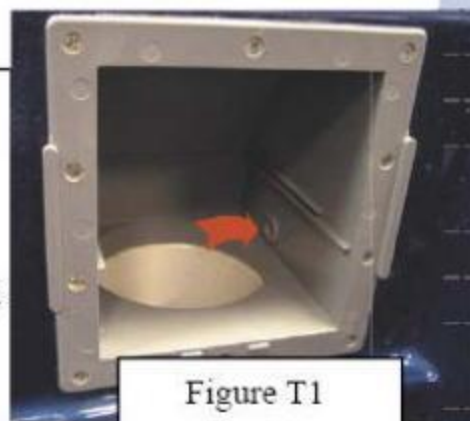


Figure T1



**WARNING**  
**DO NOT PUT YOUR**  
**HAND INSIDE THE SPA**  
**PACK ELECTRIC SHOCK**  
**MAY OCCUR.**

**Spa Tripping Breaker?**

- Check wiring connection
- Check if any moisture is inside cabinet especially in or around Spa Pack.

## Spa Cover Lift *Best selling cabinet cover in the world!*

**Features:**

- 2 Hydraulic pistons for easy one-finger lifting
- Automatic locking pistons prevent cover from falling
- Frames are galvanized and powder coated for long life

**Benefits:**

- One-person operation to remove cover
- Protects cover from abrasive concrete and wood deck
- Prolongs life of cover - no more ripped or torn covers





## Limited Warranty

THIS LIMITED WARRANTY IS EXTENDED TO THE ORIGINAL PURCHASER

ALPS SPAS are warranted against defects in the spa shell due to defects in workmanship and/or materials for Lifetime from the original date of sale

ALPS SPAS are warranted against blistering, cracking, or delaminating of the interior surface of the spa due to defects in workmanship and/or materials for (5) five years from the original date of sale

ALPS SPAS plumbing components are warranted against water loss due to defects in workmanship and/or materials for (5) five years from the original date of sale.

ALPS SPAS electrical equipment components (pumps, heater, and control system) are warranted against malfunction due to defects in workmanship and/or materials for (3) three years from original date of sale and (2) years pro-rated at 50% of current retail price.

**WARRANTIES FOR OTHER COMPONENTS.** Light bulbs, fuses, headrests, filters, and cabinet finish are warranted to be free of defects in workmanship and/or materials at the time of delivery only. All other factory-installed components including but not limited to the cabinet, jets, diverter valves, and ozonator are warranted against malfunction due to defects in workmanship and materials for (1) one year from the date of sale. Spa covers are warranted to be free of defects in workmanship and materials for (2) two years.

**WARRANTY LIMITATIONS.** This Limited Warranty is void if (a) ALPS SPAS or its designated representative determines that the spa has been subject to alteration, neglect, or misuse, or any freight damages. (b) The failure is caused by an accident, "Act of God" or other cause beyond the control of ALPS SPAS. (c) Failure to maintain proper water chemistry and chemical balance, use of abrasive or improper spa cleaners. This warranty does not provide coverage for any item attached or installed on the spa after the date of manufacture. (d) Residential hot tubs used in commercial applications are excluded from any warranty. The spa owner accepts liability for any repair work performed by anyone other than the manufacturer or a designated service technician.



**PERFORMANCE OF WARRANTY.** To obtain service in the event of a defect covered by this Limited Warranty, notify your ALPS Hot Tub dealer as soon as possible and use all reasonable means to protect the spa from further damage. Freezing temperatures require the hot tub to be protected from freeze damage occurring. Upon the presentation of a valid proof of purchase, a designated service technician will correct the defect subject to the terms and conditions contained in this Limited Warranty. Providing access to the spa is the responsibility of the spa owner. Mileage charges may apply in some cases. If ALPS SPAS determines that the repair of the defect is not feasible, it reserves the right to provide a replacement spa instead, equal in value to the original purchase price of the spa. Depreciation charges will apply in some cases. In the event of replacement, all costs associated with the removal of the original spa, shipping, delivery and installation of the replacement spa are borne by the end user. Replacement spas carry the balance of the original spa's warranty.

**DISCLAIMERS.** ALPS SPAS and its representatives shall not be liable for any injury, loss, cost of other damages, incidental or consequential, arising out of any defect covered by this limited warranty, including without limitation, loss of the use of the spa and cost for removal of defective product even in the event the manufacturer was advised of the possibility of damage. The liability of the manufacturer under this limited warranty, if any, shall not exceed the original amount paid for the defective product. These disclaimers shall be equally applicable to any service provided by the manufacturer or its designated representatives.

**LEGAL RIGHTS.** This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

**LIMITATIONS.** ALPS SPAS disclaims all warranties, expressed or implied, in fact or in law, to the extent allowed by your state law. No agent, dealer, distributor, service company, or other party is authorized to change, modify or extend the terms of this limited warranty in any manner. ALPS SPAS will not be responsible for representations that are inconsistent with literature or specifications furnished by ALPS SPAS.

Electrical hookups should be completed by a licensed electrician in accordance with municipal, county and state codes. Persons unfamiliar with proper electrical wiring procedures should not attempt installation.

Installations in wooden decks or balconies should be checked to ensure that the floor can support the weight of the full spa and the persons using it.

Empty, uncovered shells should not be exposed to direct sunlight for extended periods of time.

Review proper winterizing procedures with your dealer, should you decide not to use your spa during the colder months. Balance and sanitize spa water with chemicals designed for use in spas.

Aqua EZ chemicals are recommended for use in your ALPS SPA.

Circulate water through filtration system for 2 to 6 hours per day.

# *ALPS Manufacturing*

## *We appreciate your business!*

### *Owner's Record*

|                        |                             |
|------------------------|-----------------------------|
| <b>Date Purchased:</b> |                             |
| <b>Date Installed:</b> |                             |
| <b>Dealer:</b>         | Royal Swimming Pools & Spas |
| <b>Phone:</b>          | 877-602-7067 / 866-532-8194 |
| <b>Address:</b>        | www.royalwinningpools.com   |
| <b>Spa Model:</b>      |                             |
| <b>Serial Number:</b>  |                             |

*Please read this "Owner's Manual" carefully, as it is designed to provide you with the information needed to maintain and use your new spa properly.*

**IMPORTANT:** ALPS Manufacturing reserves the right to change specifications or design without notification and without any obligation.

| Spa Dimensions |           |           |               |                       |        |         |
|----------------|-----------|-----------|---------------|-----------------------|--------|---------|
| Model          | Width     | Length    | Height        | Weight                | Liters | Gallons |
| <b>Regal</b>   | 82 inches | 66 inches | 32 inches     | 600 lbs               | 983    | 260     |
|                | 208.3 cm  | 167.6 cm  | 81.3 cm       | 272 kg                |        |         |
| <b>Cordova</b> | 84 inches | 78 inches | 34 1/2 inches | 750 lbs               | 1286   | 340     |
|                | 213.4 cm  | 198.1 cm  | 87.6 cm       | 340 kg                |        |         |
|                |           |           |               | 8.34 = 1 gallon water |        |         |